

PERFORMANCE MEASURES AND STANDARDS

- 1. Performance Measure 102** - Average time to clear errors during the processing of the 911 database (UNE loop and port combination orders).

Benchmark: Parity

Definition:

The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that the Company installs.

Business Rules:

The clock starts upon the receipt of the error file and the clock stops when the error is corrected.

Results:

From the data reported by SBC over the three month period, it appears that the Company has passed this performance measure.
(see following chart– PM 102)

Performance Measure 102

Performance Measure 102: Average time to clear errors during the processing of the 911 database (UNE loop and port combination orders)

Benchmark: Parity with company retail

Measurement Type: Tier 1- low
Tier 2- none

Witness: Marci Schroll

Sub measure	C	N	M	L
1. Average time required	PASS	3	3	YES

Statistical Guideline: 90%

Actual Number of Pass: 100%

Overall Performance Result: PASS

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

2. Performance Measure 103 – Percent Accuracy for 911 Database Updates (Facility-Based Providers).

Benchmark: Parity

Definition: The percentage of 911 records that were updated by the Company in error.

Business Rules: The data required to calculate this measurement will be provided by the telecommunications carrier based on the compare file. The telecommunications carrier requests a compare file in writing through their assigned company account manager. This request should provide the requesting company's name (per telecommunications carrier interconnection or resale agreement), ACNA, and requested geographic area (e.g., state, NPA, etc.). If the compare file is requested by email, diskette, CD-ROM, and the telecommunications carrier contact name, number, and email address. Upon request, the Company will provide, within 14 business days of request receipt, an electronic compare file. The telecommunications carrier will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CD-ROM, diskette, paper or as an electronic file (transmitted). The telecommunications carrier will provide the number of records transmitted and the errors found. The Company will verify the records determined to be in error to validate that the records were input by the Company incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the telecommunications carrier.

Results:

There has been insufficient data reported to perform calculations supporting either compliance or non-compliance with this performance measurement. (see following chart – PM 103)

Performance Measure 103

Performance Measure 103: percent accuracy for 911 database (facilities based carriers)

Benchmark: Parity with company retail

Measurement Type: Tier 1- low
Tier 2- none

Witness: Marci Schroll

Sub measure	C	N	M	L
1. Average time required	-	0	0	-

Statistical Guideline: 90%

Actual Number of Pass: -

Overall Performance Result: -

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail

3. Performance Measure 104 – Average time required to update 911 database (facilities based carrier)

Benchmark: Parity

Definition:

The average time it takes to update the 911 database file.

Business Rules:

The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.

Performance Measure 104.1 – The average time it takes to unlock the 9-1-1 record.

Definition: The average time it takes to unlock the 911 record to allow the record to be claimed by the telecommunications carrier.

Business Rules:

The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.

Results: SBC's data reflects that the Company failed this performance measurement overall. Specifically, for the 3 months that data was collected, the Company failed the first month, passed the second month and failed the last month. (see following chart – PM 104)

Performance Measure 104

Performance Measure 104: Average time required to update 911 database (facilities based carrier)

Benchmark: Parity with company retail

Measurement Type: Tier 1- low
Tier 2- none

Witness: Marci Schroll

Sub measure	C	N	M	L
1. Average time required	FAIL	3	1	NO

Statistical Guideline: 90%

Actual Number of Pass: 0

Overall Performance Result: **FAIL**

Explanation of Codes:

C: Overall Pass or Fail result for the sub-measure based on M/N.

N: Number of months test data available.

M: Number of months passed.

L: Whether the last month passes

P=Pass

F=Fail